

Fig. 2

60037767.4 2003.03.20

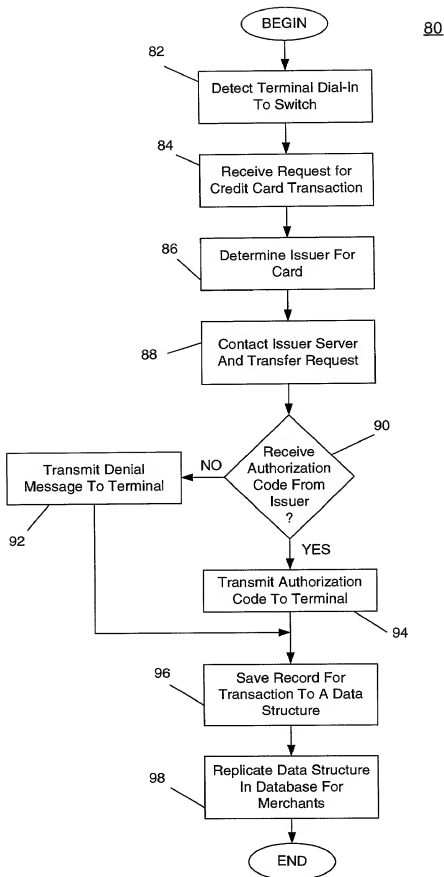


Fig. 4

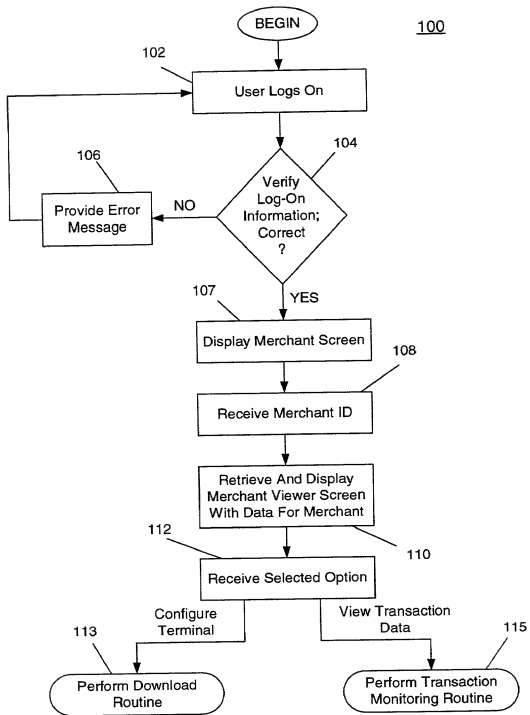


Fig. 5

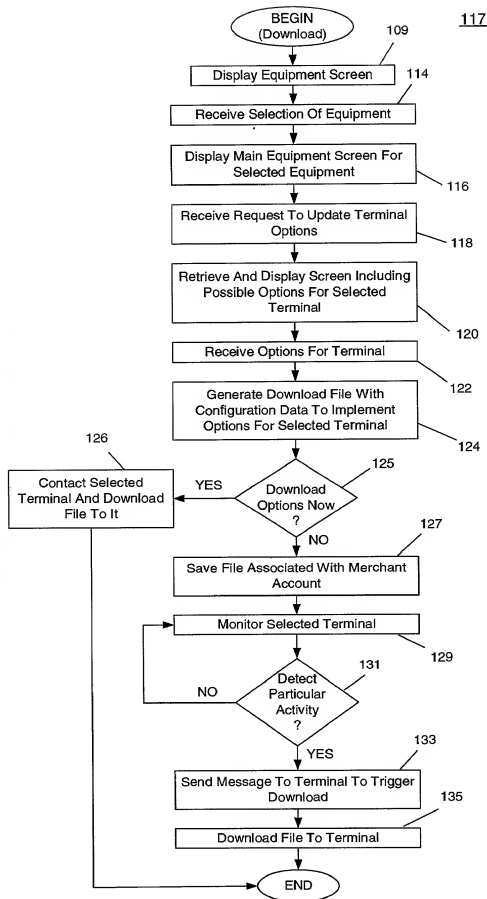


Fig. 6

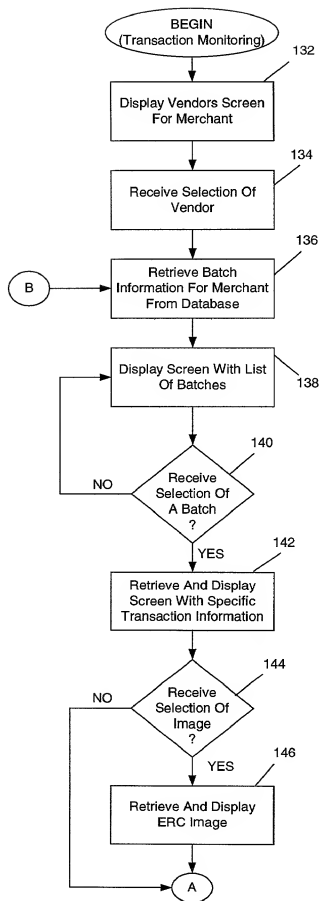


Fig. 7

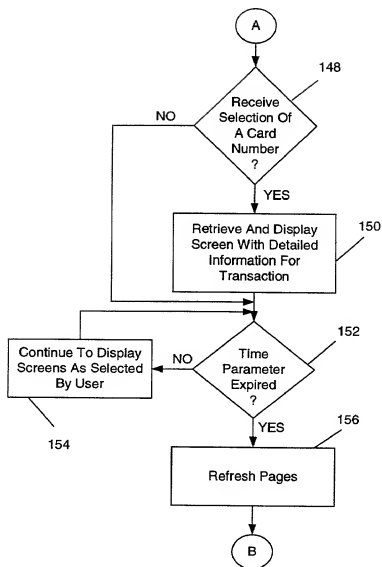


Fig. 8

168 →

160

Internet Explorer

Address: https://www.heartland.com/hps/servlet/

Links: Customers Site | Webdriver Media | Windows | HPShot | Headset Color Codes | Micsos Guide to HTML | Hpsales | Merchant Servicing

Heartland Payment Systems

home HPSM feedback

ACH
 Attribution Update
 Batches
 Deposits
 Documents
 Notes
 Equipment
 Chargebacks
 Referrals
 QA Statement
 Merchant Analysis
 Update Demographics
 Update Billing Card
 Types
 Update Seasonality
 Order Supplies
 e-HPS Merchant
 Center
 Info to Create ID
 HPS Tracking Number
 EFT FOLDER
 EFT INLET OVER
 EFT REVIEWER FOL
 EXCHANGE OPEN
 MIC REPORTS

Est Revenue Calc
 Logout

Welcome to Heartland Payment Systems Merchant Servicing site.
 If you have a Merchant Viewer User ID, sign in. Otherwise, you will need to request a Merchant Viewer User ID to access our site.

User ID: 162
 Password: 164
☐ Remember my ID
 (browser must support Cookies)

166

Enter Logon Id & Password and submit

Internet

FIG. 9

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Merchant Servicing - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address <https://www.hpssecure.com/hpsServicing>

Links Customize Links Windows Media Windows HPSNet Hexadecimal Color Codes Microsoft Guide to HTML Hpscales Merchant Servicing

Heartland Payment Systems

MasterCard VISA Discover

Home HPSNet Feedback

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Merchant Info

Merchant Number ☐ HPS Exchange Only

Merchant Name ☐ All FE Vendors

Status:

Relationship Manager:

SIC Code:

First Deposit Date: From: To: Recent Deposit Date: From: To:

Date Formats: mm/dd/yyyy

Enter criteria and submit

Est Revenue Calc

Logoff

Get Acrobat Reader

Get Microsoft Windows Explorer

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<https://www.hpssecure.com/hpsServicing/hpsmerchview.asp>

Internet

FIG. 10

Merchant Services - Microsoft Internet Explorer

On Back On Forward On Stop On Search On Favorites On History On Home On Stop On Go

Address: <http://www.heartland.com/merchant/>

Links: [Customer Links](#) [Windows Media](#) [Windows](#) [MP3Net](#) [Headset Color Codes](#) [Modems Guide to HTML](#) [HPSales](#) [Merchant Services](#)

Heartland
Payment Systems

Home HPSite Feedback

186 **184** **180**

169

182

EXCHANGE OPEN

Pricing Fees

Merchant Name: CAFE MILANO Seasonal: N
Merchant Number: Open Months: ☐ Jan ☐ Feb ☐ Mar
Owner: YUHEE AN ☐ Apr ☐ May ☐ Jun
Phone: (214) 293-8032 ☐ Jul ☐ Aug ☐ Sep
Address: 2527 ROYAL LANE #130b ☐ Oct ☐ Nov ☐ Dec
DALLAS, TX 75229 a-HPS Merchant Center: ☐

Email:
Affiliate: Status: Installed
Application Type: Standard Status Date: 06/05/2001
Received: 05/17/2001 First Deposit: 06/01/2001
Vendor: HPSE Recent Deposit: 06/30/2001
Processor: Vital Contract Length: 36
SIC Code: 5812 Contract Exp Date: 05/17/2004
Market: MO1
Division: 105
Pricing Group: Cafe Milano Group

Attrition Information
Attrition Code:
Avg Days Before Suspect: 15
Attrition Date:
Est. Reopen Date:

Done Internet

FIG. 11

Microsoft Internet Explorer

Address: <https://www.hpsource.com/merchant/>

Links: [Customer Links](#) [Windows Media](#) [Windows](#) [HPSite](#) [Merchidcard Color Codes](#) [Helpdesk Guide to HTML](#) [HPsource](#) [Merchant Services](#)

Heartland Payment Systems

Equipment Information for Merchant:

AMEX Diners Discover/UCB

Equipment Type	TID	Terminal #	Application ID	Vendor	Deployment Date
TRANZ-330	00000002	0001		HPSE	

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Done Internet

FIG. 12

Heartland Payment Systems

Merchant Call Log
Call Log List
NEW MERCHANTS
Merchant Detail
Add
Attention Update
Batches
Deposits
Documents
Notes
Equipment
Chargebacks
Referrals
A/R Statement
Merchant Analysis
Update Demographics
Update Pricing/Card
Types
Update Seasonality
Order Supplies
e-IPS Merchant
Center
Info to Create ID
UPS Tracking Number
STAFF PICKER
MERCHANT USER
SALES REPRESENTATIVE
EXCHANGE OPEN

Equipment Details
Merchant/Shipping Details
Update Terminal Options
Terminal Options Change History

Top of Page
Equipment Details

Equipment Type: TRANZ-330
TID: 00000002
Term #: 0001
Serial Number:
App ID:
Vendor: Heartland Payment Systems

Top of Page
Merchant/Shipping Details

Deployment Date:
Est Received Date:
Deployed By:

Ship To:
DBA Address
Legal Address
Sales Rep
Other

Contact:
Address1:
Address2:
City:
State:
Phone Number:

Zip:

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Done

Internet

FIG. 13

Merchant Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

On Back On Forward Search Favorites History

Address <https://www.hpssecure.com/HPSMerchant/>

Links Customer Links Windows Media Windows HPSNet Interacdonal Color Codes HPSdocx Guide to HTML HPSnet Merchant Services

Heartland Payment Systems

home HPSNet Feedback

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Merchant Call Log
Call Log List

Merchant Detail
ACH
Attrition Update
Batches
Deposits
Documents
Notes
Equipment
Chargebacks
Referrals
Q1 Statement
Merchant Analysis
Update Demographics
Update Pricing/Card
Types
Update Seasonality
Order Supplies
e-HPS Merchant
Center
Info to Create Id
HPS Tracking Number

204

Terminal Information

TID 00000002 Term Number 0001

Terminal TRANZ-330 Terminal App

202

HPS Exchange Terminal Settings

To Be Printed On The Merchant Receipt

Header Line 1 CAPE MILANO

Header Line 2 2527 ROYAL LANE

Header Line 3 DALLAS, TX 75229

Header Line 4 (214) 293-8032

Header Line 5

Footer Line 1

Footer Line 2

204

Programming Information

☐ Key Beep ☐ Force Settle ☐ Parallel Phone Available

☐ Print Time on Receipt ☐ Check Totals ☐ Telephone Line Test

☐ Print Auth-Only Receipts ☐ Fraud Control ☐ Password Protect Report

☐ Print Long Receipts ☐ Reset Reference Number ☐ Password Protect Refund

206

Done Internet Options e-Check Services e-Exchange

FIG. 14

Heartland Payment Systems

Terminal Information

TID: 00000006 Term Number: 0001

Terminal: ICE 5500 Terminal App: [REDACTED]

HPS Exchange Terminal Settings

To Be Printed On The Merchant Receipt

Header Line 1: [REDACTED] ZIA RECORDS AND TAPES #

Header Line 2: [REDACTED] 1851 E THUNDERBIRD ROAD

Header Line 3: [REDACTED] PHOENIX, AZ 85032

Programming Information

Time Zone: [CENTRAL] Set to 01 to Clear Batch [00]

Receipt 2: [REDACTED]

Password Protect

Password: [REDACTED]

☐ Keyboard Locked

☐ Void Password

Printer Options

☐ Printer Attached

Printer Type: [00]

Pause 2nd Receipt [REDACTED]

Cashier Options

☐ Cashier Processing

☐ TID Processing

☐ Adjust by Cashier

FIG. 16

Microsoft Internet Explorer

Address: https://www.hpssecure.com/hpservicing/

Links: Customer Links Windows Media Windows HPSecure Hexadecimal Color Codes Woodco's Guide to HTML HPSecure Merchant Servicing

Heartland Payment Systems

home HPSecure feedback

MERCHANT SERVICES

- Merchant Call Log
- Call Log List
- MER. PAY. TRANS.
- Merchant Detail
- ACH
- Attention Update
- Batches
- Receipts
- Documents
- Notes
- Equipment
- Chargebacks
- Referrals
- C/L Statement
- Merchant Analysis
- Update Demographics
- Update Printout/Card
- Types
- Update Seasonality
- Order Supplies
- e-HPS Merchant
- Center
- Info to Create ID
- USPS Tracking Number
- USPS PIN
- INTERNET USER
- ADMINISTRATOR
- EXCHANGE OPEN

Processing Options

- ☐ Void Password
- ☐ Refund Password
- ☐ Adjust Password
- ☐ Report Password
- ☐ Offline Password
- Maintenance Password [000000]
- ☐ Display MSR
- ☒ Take Imprint Prompt
- ☒ Duplicate Trans Check
- ☐ Amount Dual Entry
- ☐ Shift Processing
- ☐ Refund, Offline
- ☒ Void, Offline

Restaurant Processing

- ☐ Tip Processing
- ☐ Durable Tip Prompt
- ☐ Tip Adj Prompt Total
- ☐ Prompt for Table Id

Suggested Tip

Percent #1 [00]
Percent #2 [00]
Percent #3 [00]

Batch Options

- ☒ Confirm Totals
- ☒ Reset Invoice After Settle

Batch Processing

Current Batch Number: [000001] Encrypted PIN key: [0000000000000000]
Next Batch Number: [000002] Master Key Index: []
☐ Hot PIN Key Exchange

Done Internet

220

226

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FIG. 17

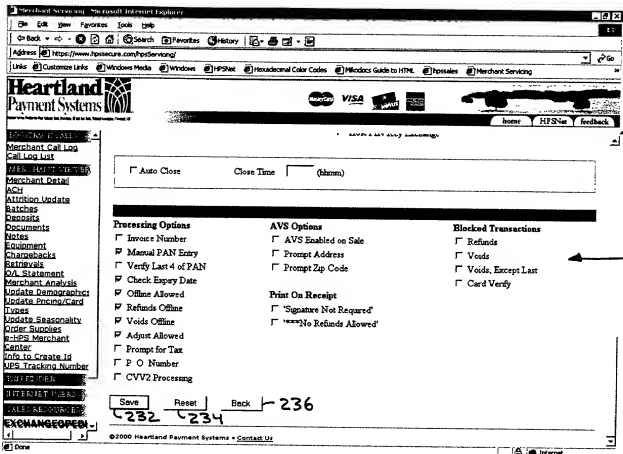


FIG. 18

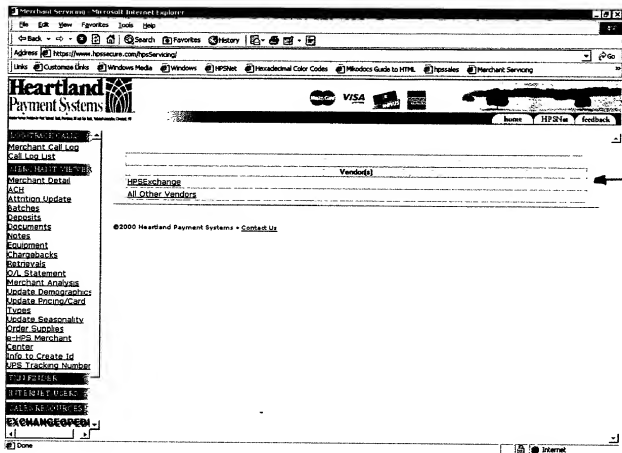


FIG. 19

Address: https://www.heartland.com/merchant/... Microsoft Internet Explorer

Heartland Payment Systems

Home search feedback

244

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Detail
Deposits
AGI
Batches
Statements
Equipment
Chargebacks
Referrals
Notes
Merchant Analysis
Q/A Statement
Est. Revenue Calc
Merchant's e-Shop
UPS Tracking
Numbers
Payroll Clients
Reports
Pricing Group List
Add Pricing Group
Portfolio Info
EXCHANGE OPEN

Batches Returned 21
Showing Batches 1 through 21

Batch Listing for Merchant 650902280000056 CAFE AMORE PLANO

Batch Nbr	Term Id	Batch Status	Create Date	Close Date	Close Time	Subst Count	Sales Amount	Risk Adj Count	Risk Adj Amount	Adj Count	Adj Amount	Total Count	Net
000000	1	Open	8/24/2001			0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
000001	1	Closed	8/24/2001	8/24/2001	14:39:10	1	\$52.38	0	\$0.00	1	\$28.19	2	\$28.19
000002	1	Closed	8/24/2001	8/24/2001	14:25:02	11	\$300.88	0	\$0.00	8	\$112.72	17	\$202.40
000012	1	Closed	8/23/2001	8/23/2001	22:27:22	32	\$1,274.30	0	\$0.00	28	\$662.92	60	\$717.95
000018	1	Closed	8/22/2001	8/22/2001	21:59:00	28	\$1,183.50	0	\$0.00	21	\$594.76	49	\$666.47
000017	1	Closed	8/21/2001	8/21/2001	22:02:48	27	\$794.95	0	\$0.00	19	\$431.37	46	\$554.89
000016	1	Closed	8/20/2001	8/20/2001	22:43:15	33	\$1,207.81	0	\$0.00	25	\$556.88	58	\$737.43
000015	1	Closed	8/19/2001	8/19/2001	21:38:22	47	\$2,372.91	0	\$0.00	40	\$1,221.95	87	\$1,327.22
000014	1	Closed	8/18/2001	8/18/2001	22:41:10	40	\$1,961.75	0	\$0.00	34	\$996.18	74	\$1,112.65
000013	1	Closed	8/17/2001	8/17/2001	22:46:12	60	\$2,605.91	0	\$0.00	43	\$1,231.08	103	\$1,546.05
000012	1	Closed	8/16/2001	8/16/2001	22:40:19	28	\$1,622.32	0	\$0.00	34	\$920.01	74	\$1,017.38
000011	1	Closed	8/15/2001	8/15/2001	21:47:30	40	\$1,605.54	0	\$0.00	34	\$732.72	55	\$882.89
000010	1	Closed	8/14/2001	8/14/2001	22:07:07	31	\$1,528.55	0	\$0.00	25	\$732.72	56	\$882.89
000009	1	Closed	8/13/2001	8/13/2001	21:41:01	28	\$839.30	0	\$0.00	16	\$365.10	44	\$530.31
000008	1	Closed	8/12/2001	8/12/2001	21:09:23	47	\$2,297.94	0	\$0.00	39	\$1,120.90	86	\$1,340.37
000006	1	Closed	8/11/2001	8/11/2001	23:21:52	46	\$2,727.60	0	\$0.00	39	\$1,387.60	85	\$1,539.84
000005	1	Closed	8/10/2001	8/10/2001	22:59:23	66	\$3,312.27	0	\$0.00	54	\$1,648.16	120	\$1,925.94
000004	1	Closed	8/9/2001	8/9/2001	22:20:39	47	\$1,680.25	0	\$0.00	35	\$825.78	82	\$970.50
000003	1	Closed	8/8/2001	8/8/2001	11:07:20	1	\$2.10	0	\$0.00	1	\$1.10	2	\$1.10

FIG. 20

Web-enabled Receipt Display - Microsoft Internet Explorer

CU & BRAKE ALIGNMENT
2718 34TH
LUBBOCK, TX 79410

Print
Receipt
Close

260

TERMINAL I.D.: 00000003

MERCHANT #: 00

MASTERCARD

SALE

BATCH: 000021 EXP.: 02/02

DATE: AUG 24, 01 INVOICE: 075159

POS: 12300000210 TIME: 17:21

AUTH NO: 071753

262

TOTAL \$587.84

KELLY

Kelly

X _____
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

MERCHANT COPY

FIG. 22

00000003

Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://www.hpscommerce.com/posService/

Links: Customer Links Windows Media Windows HPSNet HPSnet Color Codes HPSnet Guide to HTML HPSnet HPSnet Merchant Services

Heartland Payment Systems

Transaction Detail for CV BRAKE AND ALIGNMENT LLC 65

Batch: 000021

Date/Time (CST): 8/24/2001 5:21:42 PM

General Information

Card Number:	54	Card Type:	MasterCard
Expiration Date(MMYY):	0202	Tran Amount:	\$507.84
Tran Type:	Sale	Response Code:	Approved
Tran Date(CMT):	8/24/2001	Tran Time(GMT):	22:21:42
POS Entry Mode:	Card Swiped	Auth Number:	071753
Batch Create Date:	8/24/2001	Settlement Amt:	\$507.84
Acquirer:	440369	Issuer:	0000000005
Reference Number:	12	Processing Code:	Goods & Svcs Purchase

Charge Specific Details

CV BRAKE AND ALIGNMENT LUBBOCK TX	Reversal Code:	0
Host Terminal Number:	Original Msg:	100
Original Trace:	Original Date:	1/1/1980
Original Time:	Local Date:	8/24/2001
Local Time:	Terminal Id:	0003
Terminal Trace:	Settlement Number:	00
Shift Number:	Checker Id:	0
Host Batch Id:	Store Id:	1
Host Trace:		

Track1 Data: 54

Track2 Data:

EXCHANGE OPEN

FIG. 23